

Job description and employee specification

Job title:	Support Officer	Location:	Elmfield
Reports to:	Development Manager	Working hours:	37 per week
Job number:	TBC	Salary range:	Up to £20,000 per annum
Supervises:	N/A		
Purpose:	One full time role for a support officer to register planning applications, and other admin duties to assist the Development Management function of the Council		
Key responsibilities:	<ul style="list-style-type: none"> To work in partnership with customers, Consultees and Council Members to ensure applications are in a condition to enable full and proper consideration/determination To register planning applications in a timely manner (to include checking plans and technical documents) Invoicing, issuing, paying and raising purchase orders and dealing with fees, payments & receipts for the provision of services via telephone and email. To assist other officers in the delivery of the service <p>This job description sets out the key outcomes required. It does not specify in detail the activities required to achieve these outcomes.</p> <p>General Accountabilities</p> <ul style="list-style-type: none"> Working to add value to, and be a valued member of the team, and to be valued by customers The post holder is responsible to maintain a safe working environment and ensure as reasonably practicable that safe working practices are adopted by employees within this work environment Work in compliance with the Codes of Conduct, Regulations and policies of Publica Exercise proper and absolute integrity in respect of all confidential matters and the confidentiality of personal and sensitive information; 		
Essential requirements, qualifications, skills and abilities:	<p>Qualifications</p> <ul style="list-style-type: none"> 5 GCSEs including Maths and English Experience of dealing with professionals and the general public within a customer orientated service 		

	<ul style="list-style-type: none"> • Excellent customer care skills that demonstrate tact, diplomacy and a clear understanding of the needs of the customer • Excellent written and oral communication and IT skills • Ability to follow instructions and to challenge constructively, suggesting solutions to issues where appropriate <p>Experience</p> <ul style="list-style-type: none"> • Knowledge and understanding of the issues affecting Planning <p>Skills</p> <ul style="list-style-type: none"> • Good level of IT skills - MS Office/CAPS Uniform System • Communicates effectively at all levels (good verbal and written skills) • Is customer focussed, responsive, and co-operative with customers • Is proactive/self motivated and flexible • Prioritises and meets tight deadlines • Works together with employees, colleagues and customers to resolve problems and implement change initiatives • Ability to maintain confidentiality in accordance with Data Protection 	
Desirable requirements qualifications, skills and abilities:	<ul style="list-style-type: none"> • Experience of working within a customer orientated service 	
Special conditions:	<ul style="list-style-type: none"> • There may be a requirement to work at other Publica Group Limited and/or client locations to meet the needs of the business. • Expected to work reasonable additional hours in line with the needs of the service 	
Date of Issue:	August 2019	
Date reviewed:		
Reviewed by	Name: Abby Fettes	Job title: Interim Development Manager